

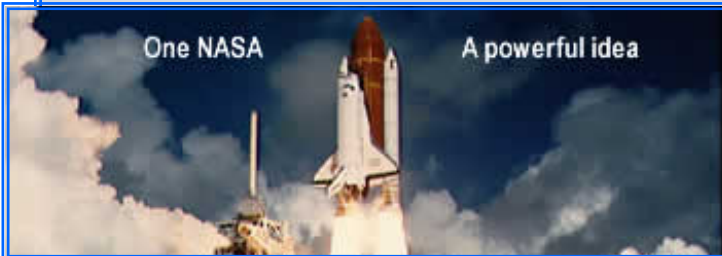
Operational Readiness Reflections

This week we completed a Non-Advocate Review (NAR) consistent with 7120.5C and the Pre-Operational Readiness Review in preparation for NSSC "Go Live" on March 1, 2006. As we continue to press toward "Go Live", we would like to reflect back on the many outstanding NASA employees that have contributed to the great success that we have experienced with NSSC implementation to date.

We would like to begin with the Consolidated Business Services (CBS) Study team led by Ken Winter (HQ/LARC) which concluded in March 2002. Members of that team included: Karen Blynn (GSFC), Lynn Buquo (JSC), Byron Butler (MSFC/HQ), Carolyn Davis (HQ), Chan Kim (GRC/HQ), Sam Lenck (KSC), Joan McCullough (ARC), Jeff Parker (HQ), and Charles Scales (MSFC). The team concluded that, "NASA can improve business services and save money by consolidating selected administrative support into a new Consolidated Business Services (CBS) entity.

In August of 2002, Jim Jennings (KSC/HQ) was selected to lead the Consolidated Business Services Organization (CBSO) Implementation Team. Early in the process the name was changed to NASA Shared Services Center Implementation Team. Members of the team included: Don Abrams (HQ), Sandy Buffalano (GSFC), Lew Braxton (ARC), Dudley Canon (KSC), Cathy Claunch (JSC), Kim Dalglish (LaRC/HQ), Bob Fails (GRC), Ken Newton (KSC), Al Johnson (HQ), Mike Riley (HQ), Charles Scales (MSFC), and Vanessa Stromer (KSC). The Implementation Team went before the NASA Executive Council five times between January and July 2003 convincing them of the outstanding benefits of implementing a shared services organizational model. The NSSC Implementation Team released the *NSSC Implementation Plan Report* in September 2003. An excerpt from the Executive Summary is included below:

NASA is an agency that is efficient, effective, and accountable to the American people ... We are continually exploring new ways to improve our Agency and to truly become 'One NASA' ... The NSSC would deliver to NASA employees across the Agency, a higher level of service and a commitment to becoming 'One NASA.'
- *NSSC Implementation Plan Report, September 2003*



"NASA is an agency that is efficient, effective, and accountable to the American people. NASA's first Implementing Strategy (IS-1) as identified in the 2003 Strategic Plan is to 'Achieve management and institutional excellence comparable to NASA's technical excellence. We are continually exploring new ways to improve our Agency and to truly become 'One NASA.' Currently, many initiatives are underway to achieve these Agency goals. One of these crucial initiatives is the development and implementation of the NASA Shared Services Center (NSSC). The NSSC would deliver to NASA employees across the Agency, a higher level of service and a commitment to becoming 'One NASA.'"

In January 2004, Rick Arbuthnot was selected as the NSSC Executive Director to lead the NSSC Agency Transition Team. Transition activities were conducted in parallel with Competitive Sourcing activities which ultimately included Site Selection. Members of the NSSC Agency Transition Team included: Shirley Chandler (MSFC), Elizabeth Cooper (ARC), Jamiel Commodore (HQ), Cindy Epperson (SSC/NSSC), Candy Irwin (HQ), Debbie King (MSFC/NSSC), Shelly Meredith (HQ), Ken Newton (KSC/NSSC), Allen Settell (HQ), Vanessa Stromer (KSC), and Rita Svarcas (HQ). The NSSC Agency Transition Team stood up the NSSC as an organizational entity, developed the first detailed NSSC Budget, and chartered the NSSC within the Agency Working Capital Fund. (*article continued on the next page*)

Contact Us

NASA Shared Services Center (NSSC) opens March 1, 2006 on the grounds of Stennis Space Center in Mississippi.

- Visit us on our website at: www.nssc.nasa.gov
- Or, beginning March 1 2006, simply dial 1-877-NSSC123 (1-877-677-2123)

NSSC News Continued

Parallel to the NSSC Agency Transition Team, the Competitive Sourcing Activities included performance work statement development and source selection activities under the purview of the Agency Competitive Sourcing Team. The Performance Work Statement Team was led by Cathy Claunch (JSC) and Dave Shelton (KSC). Members included Jim Becker (GSFC/HQ), Michael Castagna (HQ), Mike Hill (KSC), Deanie Lee (HQ), Phil Napala (HQ), Randy Rodrigues (ARC), and Paivi Tripp (GRC). The Source Selection Evaluation Board was led by Kim Dalglish (HQ) and Monique Sullivan (DFRC/HQ/NSSC). Members included Jim Becker (HQ), Mike Hill (KSC/NSSC), Dave Mielke (HQ), Rocky Lind (JSC/NSSC), Ken Newton (NSSC), Koby South (JSC/NSSC), Rafael Sanabria (GRC), and Jon Symes (JSC). The Agency Competitive Sourcing Team included Joe Lecren (HQ), Ron Lentz (HQ), and Diane Thompson (HQ).

In total over 150 NASA civil servants have played a part in orchestrating what is now known as the NASA Shared Services Center. We now have an outstanding and growing staff of civil servant and service provider employees that are excited and looking forward to providing each of our customers "Unparalleled Service".

Financial Management Division Update

The FMD welcomes Talley Smith. Talley joins us from the Marine Corps Logistics in Albany, Georgia. Talley worked in the Resource Management Division as a Management Analyst with the Defense Travel System and the government travel card. He is retired from the United States Navy with 24 years of service. Talley will be working in the Payroll/Travel Branch as a Financial Management Specialist.

Business & Administration Office Update

The B&A office welcomes Grace Guess. Grace joined the Business & Administration Office as the Resource Integration Specialist filling the position that Shirley Chandler (MSFC) previously held while on detail to the NSSC. Grace joins the NSSC from the Department of Health and Human Services and brings with her a wealth of budget/resources management experience.

Customer Advances to the NSSC

As a Working Capital Fund entity, NSSC customers are to advance funds as specified in their Service Level Agreements during the fiscal year. The first customer prepayments were due in January 2006 for services which will be provided in March-May. Additional customer advances in FY06 are scheduled to occur in May (June - September services) and August (October and November FY07 services).

The Business & Administration Office and NSSC Center and Headquarters' customers have been holding

bi-weekly telecons as part of the Working Capital Fund (WCF) Management Team telecon to discuss and understand the process of how customers advance their prepayments to the NSSC. Nikki Tubbs (NSSC), cost accountant on the Operations and Budget Management Team, has been leading these discussions and describing in detail the necessary steps that the NSSC customers must take to advance their prepayments. Additionally, Nikki has been working one-on-one with our customers, OCFO, the Regional Finance Office at GSFC, and the Competency Center to work through processing issues and facilitate these advances.

NSSC Begins Delivering HR Services 1 March

The NSSC will begin providing HR services to the HR community and NASA employees starting March 1st. The NSSC will begin providing support in four functional areas, including:

- Drug Testing
- Special HR Studies
- Classification Appeals
- Employee Notices

In some cases, work will be transferred from the Center HR Offices to the NSSC, but the change will be practically transparent to NASA employees. For example, on March 1st the NSSC, rather than the Center HR Offices, will provide the administrative support necessary to generate random selections and reporting capabilities with respect to the drug test program. However, employees being tested should notice little, if any difference in the process.

Special HR Studies may involve requests for support relating to surveys and studies of interest to the Agency. This will involve NSSC support to the Office of Human Capital Management (OHCM) at NASA Headquarters since requests of this sort will be approved through OHCM. Again, this process transition should not impact general NASA employees in any direct way.

NSSC will also have a significant role in providing Agency-level Classification Appeals support to the OHCM. In the new process, an employee who is appealing the classification of their position will provide a required information package directly to the NSSC which will begin a review of the position. The NSSC will then make a recommendation to OHCM as to the appropriate classification determination. We should note, as always, employees are asked to begin any appeal process by visiting their Center HR Office so they fully understand the process and implications.

NSSC will also be responsible for preparing and disseminating various Center and Agency employee notices. This might include such items as annual employee notifications required by Federal law and regulations, notification of employee rights, and notices relating to benefits. *(article continued on next page)*

NSSC News Continued

Generally, this would relate to work that formerly resided with OHCM or the Center HR Office, but employees should realize no direct impact.

Although many of the new processes developed for use by the NSSC should have no immediate or direct impact on employees, it is the NSSC's goal to bring new efficiencies to our processes. Therefore, over time, employees will see enhancements like self-service tools posted on the NSSC website. NSSC's Vision is "Unparalleled Service" which can not be achieved without a strong focus on customer service.

NSSC Customer Web...Why it's important to you

A lot of time has been spent writing and fine tuning content for the NSSC Customer Web. Service Provider web developers have spent many hours designing and fine tuning the interface (what customers see and interact with when they visit the NSSC customer web) and posting content. Almost all of the NSSC functional staff, IG and SP, have had their work days in recent weeks consumed to some degree or another with the NSSC Customer Web. Why?

To provide service you must interface with the customer. Interfaces take many forms. At a fast food restaurant one of the interfaces is at the counter. The NSSC will interact with most customers in primarily three ways:

- the Customer Contact Center
- the NSSC customer service web and
- Center Liaisons.

Each of these represents a customer interface. In 2006 customers expect to be able to access services and their service providers via the web as well as on the phone. Providing remote services to customers that are geographically dispersed requires a web presence. That said, not just any web presence will do. A well designed web site can drive up customer satisfaction and reduce operating cost. The key is that the site must be well designed.

What do we mean by well designed? Our site must provide customers the information they need to avail themselves of the services we offer. It must provide clear answers to routine questions in a way that customers can easily find them. Navigation should be intuitive. Customers should not have to meditate to get around our web site - ideally there should be *no* learning curve. It must be fast. Pages that take a long time to load just frustrate customers. It must have a consistent look and feel. Changing the look and feel from one page to another confuses customers since they do not know whether they are on the same site or have been taken to another site. It is jarring since customers must adjust to the new look and feel. The icons, symbols, and navigation aids must be what the customer has come to expect based on their experience with other websites. For example, clicking on a question mark should give you help, not take you to the site's home page.

The information should be timely, accurate, and relevant from the customer's perspective. Since you cannot provide a one page access to all the information customers may need or want, the site must include a search feature that is accurate and easy to use. In other words, if a customer doesn't see what they are looking for they should be able to easily find it.

Customers who spend time on the web (and who doesn't these days) expect to be able to place an order, check the order status, receive notice of updates that are of interest to them, etc. In other words, customers expect to be able to do business via the web not just retrieve static information. Taking time now to think through the design of the NSSC customer web will make it easier to migrate to a portal later. It means we will have a solid basis for the customer-focused utilities and applications that we will integrate with the NSSC web.

And so, beginning at the beginning, we design and deploy our basic customer service web. We will enhance our web using feedback from customers and customer intelligence we get from the contact center and business intelligence from our processes and systems. We will look for opportunities to deliver services via the web that customers need and want. We will look for opportunities to use the web to reduce our operating costs, improve the timeliness of our services, and reduce rework. In other words, *we are just beginning*.

Customer Satisfaction & Communication Office Update — Groundbreaking Ceremony

NSSC is excited to be hosting a groundbreaking ceremony on February 24th 2006 at 10:30 am (CST) on the grounds of Stennis Space Center (SSC), Mississippi. Among the distinguished guests who will also be speaking are: Mississippi Governor Haley Barbour; United States Senator Trent Lott; NASA Administrator Michael Griffin; NASA Deputy Administrator Shana Dale; NSSC Executive Director Richard Arbuthnot; and CSC President and Chief Operating Officer Michael Laphen. After the program, our honored guests will be the first to "break the turf" for the future home of the NSSC's permanent facility. Computer Sciences Corporation, our Service Provider contractor, will be providing refreshments for all attendees at the conclusion of the ceremony.

NSSC Vision: Unparalleled Service

NSSC Mission: To provide timely, accurate, high quality, cost effective, and customer focused support for selected NASA business and technical services.